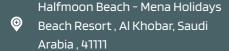


# CONTACT



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ehab.hemdan@gmail.com

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# **SKILLS**

- Reporting
- · Project oversight
- Sales
- Staff supervision
- Guest accommodations
- Guest experiences
- Policies and procedures
- Brand management
- Telephone Etiquette
- Accounts Payable And Receivable
- Vendor Interaction
- Quality Assurance
- Special event coordination
- Training and mentoring
- Interpersonal communications

# **EDUCATION**

Bachelor of Arts: Faculty of Education English Department, 08/1998 Suez Canal University – El Arish

**Certificate of Higher Education**:

Hospitality & Rooms Division

Management, 04/2010

American Hotel Association – On-Line Certified As Rooms Division Executive CRDF

# **Ehab Hemdan**

# **PROFESSIONAL SUMMARY**

An Guest-oriented hotel manager offering more than 22 years of experience in the hospitality and tourism industries. A self-starter who provides valuable service to clients and tourists. Seeking a management position at a reputable hotel or resort. Detail-oriented professional who is bilingual and is experienced in both sales and marketing. Well-educated and self-assured with superior communication skills. Seeking the opportunity to work as a manager for a five-star resort. Helpful professional with a drive to provide remarkable service. A real people person who enjoys problem-solving and understands the importance of corporate branding. Looking for the opportunity to be a manager at an established hotel. Polished hotel manager offering excellent communication skills. Dynamic and personable, and well-versed in coordinating with various resort departments. Seeking a position as a manager for a high-end hotel. Intelligent management professional with exceptional knowledge of venues, tourist attractions, dining and entertainment offerings. Looking to secure a hotel management position with a property seeking additional success. Manager with a solid understanding of safety requirements and mentoring employees. Dedicated team player, proactive and hands-on, ensuring task completion. Committed to manage large teams and provide fast and personalized feedback. Enthusiastic Hotel Manager with over 22 years of experience managing Hospitality employees. Talented at workflow oversight, leading All activities and coaching workers. Decisive leader with clear direction and excellent problemsolving skills.

# **WORK HISTORY**

**Hotel Manager** 07/2021 - Current

Al Hokair Group - Al Khobar , Saudi Arabia

Mena Holidays Beach Resort, 102 Key \*\*\*\*

Executive Assistant Manager 10/2016 - 06/2021

Desert Rose Rsort - Hurghada, Egypt

Desert Rose Resort, 912 keys. Local Brand upgrade with soft renovation.\*\*\*\*

**Rooms Division Manager** 

06/2012 - 06/2021

Steigenberger Hotels - Hurghada, Egypt

Steigenberger Golf Resort 317 KEY. in El Gouna City \*\*\*\*\*

**Executive Assistant Manager** 

06/2014 - 06/2016

Katara Hospitality - Doha, Qatar

Sealine Beach Resort, 95 Keys\*\*\*\*\*

New branding by Murweb " Qatari local brand".

- Recruited and hired qualified candidates for vacant and new positions.
- Solved problems timely and effectively, ensuring customer satisfaction.

# **PERSONAL DETAILS**

Date of Birth: 7th January 1976

Social: Status

Permanent Address: Hurghada, Egypt Present Address: AL Khobar, Saudi Arabia

# **LANGUAGES**

Arabic: Native language

English: C1
Advanced

B2

Upper intermediate

German:

#### **Executive Assistant Manager**

Swiss Inn Resorts - Dahab, Egypt

Swiss in Dahab, 145 keys\*\*\*\*

Full renovation and upgrade.

#### **Rooms Division Manager**

08/2000 - 01/2012

01/2012 - 06/2012

Jaz Hotels & Rsorts - Hurghada, Egypt

Makadi Bay, Six different Resorts between Four and Five stars \*\*\*\*\*
Three new opening plus golf and aqua park and Local Branding.

#### **Front Office Supervisor**

06/1994 - 08/2000

Oberoi Hotels - El Arish, Egypt

El Arish Oberoi Hotel 226 Key\*\*\*\*\*

Front Office Operation

- Managed guest accounts with zero error, reviewing cashiers reports and verifying balances, banks and deposits.
- Responded to guest questions and inquiries, using hotel and area knowledge to provide helpful direction.
- Coordinated and maintained impressive office organisation to keep facilities efficient, organised and professional.

# **REFERENCE**

#### **Mohamed Amin**

General Manager

gm@desertrose.com

# Mario Borg D'Anastasi

Group Managing Director of Operations – Murwab mario.borg@murwabhotelgroup.com

#### **Thomas Mayer**

Project Management, Hotel Openings and Operations Consulting worldwide

thomasmeyer@imperial.vn

### **Wolfgang Tesch**

General Manager Falkensteiner Hotel & Asia Spa Leoben witesch@aol.com